



## ***Pre-Ordering (OSS Measures)***

- ☐ Pre-Order Response Time:
  - Customer Service Records
  - Other Pre-Order:
    - Due Date Availability, Product & Service Availability, Address Validation and Telephone Number Availability and Reservation
- ☐ Availability of Bell Atlantic Interface to OSS - Up-time

## ***Methodology:***

- ☐ Not Carrier Specific
- ☐ Sample of Interface
- ☐ Sample of Direct OSS
- ☐ Sentinel System

# *Ordering*

## ☐ Order Confirmation

- Average Confirmation Response Time
  - Flow Through Orders
  - POTS: less than 10 lines and greater than or equal to 10 lines
- Trunk FOCs - % within 10 Days

## ☐ Reject Average Response Time

## ☐ % Rejects

## ☐ On Time Notification of Completions

## ☐ % Flow Through

## ☐ Mechanization of Performance First Quarter

- Currently Manually Tracked
- Not Currently Carrier Specific for All Categories

## *Provisioning*

### ☐ Interval Measures:

- Average Offered Interval (Application Date to Committed Due Date)
- Average Completed Interval (Application Date to Completion Date)
- % Completed in 5 Days
  - POTS Services less than 5 lines

### ☐ Commitment Met Measures:

- % Missed Appointments - BA Reasons
- % Missed Appointments - BA Facilities

### ☐ Provisioning Quality Measure:

- % (Installation) Troubles Reported within 30 Days

## *Maintenance & Repair*

- ☐ Network Report Rate: (Found Troubles)
  - Total Loop & Central Office Report Rate
  - Loop Trouble Report Rate
  - CO Trouble Report Rate
- ☐ % Missed Repair Appointments
  - Total Loop & CO Missed Appointments
  - Loop Missed Appointments
  - CO Missed Appointments
- ☐ Mean Time to Repair
  - Run Clock for POTS
  - Stop Clock for Trunks and Specials
- ☐ % Out of Service > 24 Hours
- ☐ % Repeat Reports within 30 Days



## *Network Performance*

- ☐ % Dedicated (CLEC) Trunk Blockage
- ☐ % Common Trunk Blockage



# *Billing*

- ☐ Timeliness of Daily Usage Feed
  - % Usage sent in 3 Business Days
  - % Usage sent in 4 Business Days
  - % Usage sent in 5 Business Days
  - % Usage sent in 8 Business Days
- ☐ Timeliness of Carrier Bill
  - % within 10 Business Days

## *Status on Negotiation of Standards & Remedies*

- ☐ NY Carrier to Carrier Proceeding for Standards
  - Parity - where comparable BA service exists
  - Absolute - where no comparable BA service exists
- ☐ Use of Statistical Model to Determine Parity Violations
- ☐ BA developed a model for start point of negotiations
- ☐ Several Carriers have come to agreement on remedies, including credits for missed performance
- ☐ Arbitration Proceedings

## ***DOJ Recommendations for 271 Filing***

- ☐ Separately Report OSS Transactions
- ☐ Business & Residence Resale Provisioning Intervals
- ☐ Held Orders & Held Order Delays
- ☐ Speed of Answer - Ordering, Repair and Billing
- ☐ Speed of Answer - Operator Services and Directory Assist
- ☐ Billing Accuracy
- ☐ Ordering Accuracy
- ☐ Provisioning Accuracy
- ☐ E911 Database Accuracy



## NY 271 Filing

### OSS Performance

#### Pre-Ordering:

Average Response Time:	NY PSC 271 FILING	FCC/BA Merger	DOJ Suggestions
• Customer Service Record	X	X	X
• Other Pre-Ordering	X	X	
• Due Date Availability			X
• Address Validation			X
• Product and Service Availability			X
• Telephone Number Availability and Reservation <sup>1</sup>			X
• OSS Interface Availability:	X	X	X

#### Billing:

	NY PSC 271 FILING	FCC/BA Merger	DOJ Suggestions
• % DUF in 3 Business Days	X	X	X
• % DUF in 4 Business Days	X	X	X
• % DUF in 5 Business Days	X	X	X
• % DUF in 8 Business Days	X	X	X
• Timeliness of Carrier Bill	X	X	X
• Billing Accuracy (% Usage Records Returned)			X

### Other CLEC Services

#### Other

	NY PSC 271 FILING	FCC/BA Merger	DOJ Suggestions
• Operator Services Speed of Answer <sup>2</sup>			X
• Directory Assistance Speed of Answer <sup>2</sup>			X
• Resale Center – Speed of Answer (Ordering)			X
• Resale Center – Speed of Answer (Repair)			X
• UNE Center – Speed of Answer (Ordering)			X
• UNE Center – Speed of Answer (Repair)			X
• E911 Accuracy			X
• Order Accuracy			X

<sup>1</sup> While Address Validation can be completed on a stand alone basis, TN reservation is always combined with Address Validation

<sup>2</sup> Performance for Aggregate NY to be reported. If traffic is handled by a separate center for CLECs, that performance will be separately reported

# NY 271 Filing

## Resale

### Ordering:

ALL ORDERS:	NY PSC 271 FILING	FCC/BA Merger	DOJ Suggestions
• % Flow Through	X	X	X
• % Rejects	X	X	X
• Completion Notification - Avg. Response Time		X	X
• Completion Notification - % On Time	X		
<b>POTS SERVICES:</b>			
<i>Mechanized Orders:</i>			
• Average Order Confirmation Response Time	X	X	X
• Average Reject Response Time	X	X	X
<i>Non-Mechanized Orders &lt; 10 Lines:</i>			
• Average Order Confirmation Response Time	X	X	X
• Average Reject Response Time	X	X	X
<i>Non-Mechanized Orders ≥ 10 Lines:</i>			
• Avg. Order Confirmation Response Time	X	X	X
• Average Reject Response Time		X	X
<b>SPECIAL SERVICES:</b>			
<i>Mechanized Orders:</i>			
• Average Order Confirmation Response Time		X	X
• Average Reject Response Time		X	X
<i>Non-Mechanized Orders &lt; 10 Lines:</i>			
• Avg. Order Confirmation Response Time - Total	X <sup>3</sup>	X	X
• Average Reject Response Time	X	X	X
<i>Non-Mechanized Orders ≥ 10 Lines:</i>			
• Avg. Order Confirmation Response Time		X	X
• Average Reject Response Time		X	X

### Provisioning:

POTS SERVICES:	NY PSC 271 FILING	FCC/BA Merger	DOJ Suggestions
<i>Orders without Dispatch</i>			
• Average Interval Offered - Total	X	X	X
• Average Interval Completed - Total	X	X	X
• % Missed Appointment - BA	X	X	X
<i>Orders with Dispatch</i>			
• Average Interval Offered - Total		X	
• Average Interval Offered (1 - 5 Lines)	X	X	X
• Average Interval Offered (6 - 9 Lines)	X	X	X
• Average Interval Offered (> 10 Lines)	X	X	X
• Average Interval Completed - Total		X	
• Average Interval Completed (1 - 5 Lines) - Total	X	X	X
• Average Interval Completed (1 - 5 Lines) - RES.			X
• Average Interval Completed (1 - 5 Lines) - BUS.			X
• Avg. Interval Completed (6 - 9 lines - Dispatch)	X	X	X
• Average Interval Compl. (> 10 Lines - Dispatch)	X	X	X
• % Missed Appointment - BA	X	X	X
<i>All Orders</i>			
• Number of orders	X		
• Number of inward lines	X		
• % Completed within 5 Days (1 - 5 Lines)	X	X	X
• % Missed Appointment - Facilities	X	X	X
• Number of Facility Misses Delayed > 30 Days			X
• Average Delay Days - Facility Miss			X
• % Installation Troubles within 30 Days	X	X	X

<sup>3</sup> Includes both mechanized and non-mechanized - all line sizes

# NY 271 Filing

## Resale

### Provisioning:

SPECIAL SERVICES:	NY PSC 271 FILING	FCC/BA Merger	DOJ Suggestions
<i>Orders without Dispatch</i>			
• Average Interval Offered - Total		X	X
• Average Interval Completed - Total		X	X
• % Missed Appointment - BA - No Dispatch		X	X
<i>Orders with Dispatch</i>			
• Average Interval Offered - Total		X	X
• Average Interval Completed - Total		X	X
• % Missed Appointment - BA - Dispatch		X	X
<i>All Orders</i>			
• Number of orders	X		
• Number of inward Circuits	X		
• Average Interval Offered - Total	X		
• Average Interval Completed - Total	X		
• % Missed Appointment - BA - Total	X	X	X
• % Missed Appointment - Facilities	X	X	X
• Number of Facility Misses Delayed > 30 Days			X
• Average Delay Days - Facility Miss			X
• % Installation Troubles within 30 Days	X	X	X

### Maintenance:

POTS SERVICES:	NY PSC 271 FILING	FCC/BA Merger	DOJ Suggestions
• Number of Troubles reported	X		
• Network Trouble Report Rate	X	X	X
• Network Trouble Report Rate - Loop	X		X
• Network Trouble Report Rate - Central Office	X		X
• % Missed Repair Appointments - Loop	X	X	X
• % Missed Repair Appointments - CO	X	X	X
• Mean Time to Repair - TOTAL	X	X	
• Mean Time to Repair - Loop Trouble			X
• Mean Time to Repair - CO Trouble			X
• % OOS > 24 Hours - Loop Trouble	X		X
• % OOS > 24 Hours - CO Trouble	X		X
• % OOS > 24 Hours - Total	X	X	
• % Repeat Reports within 30 days	X	X	X

SPECIAL SERVICES:			
• Number of Troubles reported	X		
• Network Trouble Report Rate	X	X	X
• Mean Time to Repair - Run Clock	X		
• Mean Time to Repair - Stop Clock	X	X	X
• % OOS > 24 Hours	X	X	X
• % Repeat Reports within 30 days	X	X	X

# NY 271 Filing

## Unbundled Network Elements

### Ordering:

ALL ORDERS:	NY PSC 271 FILING	FCC/BA Merger	DOJ Suggestions
• % Flow Through:	X	X	X
• % Rejects	X	X	X
• Completion Notification - Avg. Response Time		X	X
• Completion Notification - % On Time	X		
<b>POTS SERVICES:</b>			
<i>Mechanized Orders:</i>			
• Average Order Confirmation Response Time	X	X	X
• Average Reject Response Time	X	X	X
<i>Non-Mechanized Orders &lt; 10 Lines:</i>			
• Average OC Response Time - DCAS			X
• Average OC Response Time - Fax Orders			X
• Average OC Response Time - Total	X	X	
• Average Reject Response Time	X	X	X
<i>Non-Mechanized Orders ≥ 10 Lines:</i>			
• Avg. Order Confirmation Response Time	X	X	X
• Average Reject Response Time	X	X	X
<b>SPECIAL SERVICES:</b>			
<i>Mechanized Orders:</i>			
• Average Order Confirmation Response Time		X	X
• Average Reject Response Time		X	X
<i>Non-Mechanized Orders &lt; 10 Lines:</i>			
• Avg. Order Confirmation Response Time	X	X	X
• Average Reject Response Time	X	X	X
<i>Non-Mechanized Orders ≥ 10 Lines:</i>			
• Avg. Order Confirmation Response Time		X	X
• Average Reject Response Time		X	X

### Provisioning:

POTS UNEs	NY PSC 271 FILING <sup>4</sup>	FCC/BA Merger	DOJ Suggestions
<i>Orders without Dispatch</i>			
• Average Interval Offered - Total		X	X
• Average Interval Completed - Total		X	X
• % Missed Appointment - BA	X	X	X
<i>Orders with Dispatch</i>			
• Average Interval Offered - Total		X	
• Average Interval Offered (1 - 5 Lines)	X	X	X
• Average Interval Offered (6 - 9 Lines)	X	X	X
• Average Interval Offered (> 10 Lines)	X	X	X
• Average Interval Completed - Total		X	
• Avg. Interval Completed (1 - 5 Lines - Dispatch)	X	X	X
• Avg. Interval Completed (6 - 9 lines - Dispatch)	X	X	X
• Avg. Interval Completed (> 10 Lines - Dispatch)	X	X	X
• % Missed Appointment - BA	X	X	X
<i>All Orders</i>			
• Number of orders	X		
• Number of inward lines	X		
• % Completed within 5 Days (1 - 5 Lines)	X	X	X
• % Missed Appointment - Facilities	X	X	X
• Number of Facility Misses Delayed > 30 Days			X
• Average Delay Days - Facility Miss			X
• % Installation Troubles within 30 Days	X	X	X

<sup>4</sup> Reported for UNE Loop and UNE Other

# NY 271 Filing

## Unbundled Network Elements

### Provisioning:

SPECIALS UNEs	NY PSC 271 FILING	FCC/BA Merger	DOJ Suggestions
<b>Orders without Dispatch</b>			
• Average Interval Offered		X	X
• Average Interval Completed		X	X
• % Missed Appointment - BA - No Dispatch		X	X
<b>Orders with Dispatch</b>			
• Average Interval Offered - Total - Dispatch		X	X
• Average Interval Completed - Total Dispatch		X	X
• % Missed Appointment - BA - Dispatch		X	X
<b>All Orders</b>			
• Number of orders	X		
• Number of inward lines	X		
• Average Interval Offered	X		
• Average Interval Completed	X		
• % Missed Appointment - BA - Total	X	X	
• % Missed Appointment - Facilities	X	X	X
• Number of Facility Misses Delayed > 30 Days			X
• Average Delay Days - Facility Miss			X
• % Installation Troubles within 30 Days	X	X	X

### Maintenance:

POTS UNEs:	NY PSC 271 FILING	FCC/BA Merger	DOJ Suggestions
• Number of Troubles reported	X		
• Network Trouble Report Rate - Loop	X	X	X
• Network Trouble Report Rate - Central Office	X	X	X
• % Missed Repair Appoint. - Dispatched (Loop)	X	X	X
• % Missed Repair Appoint - Not Dispatched (CO)	X	X	X
• Mean Time to Repair - Total	X	X	
• Mean Time to Repair - Loop Trouble			X
• Mean Time to Repair - CO Trouble			X
• % OOS > 24 Hours - Loop Trouble	X		
• % OOS > 24 Hours - CO Trouble	X		
• % OOS > 24 Hours - Total	X	X	X
• % Repeat Reports within 30 days	X	X	X

SPECIALS UNEs	NY PSC 271 FILING	FCC/BA Merger	DOJ Suggestions
• Number of Troubles reported	X		
• Network Trouble Report Rate	X	X	X
• Mean Time to Repair - Run Clock	X		
• Mean Time to Repair - Stop Clock	X	X	X
• % OOS > 24 Hours	X	X	X
• % Repeat Reports within 30 days	X	X	X

## NY 271 Filing

### Interconnection Trunks

#### Ordering:

ALL ORDERS:	NY PSC 271 FILING	FCC/BA Merger	DOJ Suggestions
• Average Order Confirmation Response Time	X	X	X
• % Firm Order Confirmations > 10 Business Days		X	X
• Average Reject Response Time	X	X	X
• % Rejects > 10 Business Days		X	X
• % Rejects	X	X	X
• Completion Notification – Avg. Response Time		X	X
• Completion Notification – % On Time	X		

#### Provisioning:

Interconnection Trunks	NY PSC 271 FILING	FCC/BA Merger	DOJ Suggestions
• Number of orders	X		
• Number of inward lines	X		
• Average Interval Offered - Total	X	X	X
• Average Interval Completed - Total	X	X	X
• % Missed Appointment - BA - Total	X	X	X
• % Missed Appointment - Facilities	X	X	X
• Number of Facility Misses Delayed > 30 Days			X
• Average Delay Days – Facility Miss			X
• % Installation Troubles within 30 Days	X	X	X

#### Maintenance:

	NY PSC 271 FILING	FCC/BA Merger	DOJ Suggestions
• Total Number of Troubles Reported	X		
• Network Trouble Report Rate	X	X	X
• Mean Time to Repair	X	X	X
• % OOS > 24 Hours	X	X	X
• % Repeat Reports within 30 days	X	X	X

#### Network Performance:

Interconnection Trunks	NY PSC 271 FILING	FCC/BA Merger	DOJ Suggestions
• % Final Trunk Groups exceeding blocking design standard	X	X	X
• # final trunk groups exceeding blockage standard			X
• Total number of final trunk groups			X